

# Georges El-Hachem

## Cluster Night Manager

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## Professional Profile

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- GCC and International Hotels' Experience.
- More than 10 years of experience in Sales & Hotels Operation.
- One year of successful experience in Pre-opening - Hotel management and planning.
- Highly motivated and accomplished hospitality professional, with extensive strategic operations expertise.
- Enthusiastic, energetic and passionate to achieve the highest standards.
- Multi lingual, highly adaptable and culturally aware
- Strong communication, listening, and anticipation in all significant incidents/accidents

## Career History

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### January 2019 to Present, Front Office Cluster Night Manager

#### Hilton Beirut Habtoor Grand & Hilton Beirut Metropolitan Palace, Sin el Fil, Lebanon

- Provide feedback on staff performance to manager or supervisor on duty.
- Perform nightly meeting to ensure all overnight staff are aware of the hotel business.
- Report disciplinary problems to manager or supervisor on duty.
- Provide guidance and direction to subordinates, including setting performance standards and monitoring performance.
- Check accommodations, room reservation chart, and compiling all bills and vouchers.
- Provide information to supervisors and co-workers by telephone, in written form, e-mail, or in person.
- Oversee All Department for a 400 room's property including 20 Royal Suites & 5 Penthouses, Cigar Lounge, Italian Restaurants, French Restaurants, and Jazz Bar, Spa, Swimming Pool, running an average of 65% occupancy throughout the year.
- Ensure clean & safe environment.
- Solid knowledge of Front Office, Night Audit and Accounting Procedures, and Opera System.
- Strong Leadership skills, able to lead employees to achieve the department's vision and measurable goals.
- Staff Supervision of Night staff: Contractors, Porters, Cleaners, Room Service and works with Human Resources to ensure their performance is effectively managed.
- Work with the Director to manage the daily room inventory to ensure revenues are maximized

### March 2018 to January 2019, Front Office Night Manager / Night Audit

#### Lancaster 5stars Hotel— Eden Bay, Beirut, Lebanon

- Pre-Opening Hotel 5 stars Luxury Hotel & Resort
- Makes sure Front Office employees utilize yield management to maximize room revenue.
- Oversee all Department for a 195 rooms and 20 suites property including 5 outlets (Cigar lounge, 2 restaurants, Swimming Pool), running an average of 75 % occupancy throughout the year.
- Recommend to Rooms Manager how to improve guest service and efficiency in Front Office operations
- Prepare summary report for the day's operations and reported any suspicious activities and person to the Security Department
- Perform any and all other tasks which are assigned by the management team
- Handle guest complaints and assists in resolution

### March 2017 to March 2018, Front Office Night Manager

#### Carlton Al Moaibed 5 Stars Hotel, Khobar, Saudi Arabia

- Manage overnight hotel operations and night audit, and produce nightly reports as required

- Overseeing All Department for a 150 rooms, 25 suites, 45 Annex property including 3 outlets (Mexican restaurants, Japanese Restaurants, Swimming Pool), running an average of 70 % occupancy throughout the year.
- Manage and monitor activities of Front Office staff and enforcing standards of excellence in customer service
- Present information in front of groups (Guidance Team, Departmental Line-ups, and Orientation) professionally, concisely and with enthusiasm
- Manage and monitor the activities of all employees during a night shift.
- Ensure that wake up calls are made promptly.
- Deal with various complaints, problems, disturbances, special requests and any other issues
- Communicate clearly at all levels both verbally and in written form.
- Maximize security by performing regular checks of fire exits and by ensuring that all areas of the hotel are secured

## Previous Career Summary

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- **2015 – 2017** **Carlton Al Moaibed Hotel – Al khobar, Saudi Arabia**  
Sales Executive
- **2013 – 2015** **Allianz SNA, Insurance - Jounieh, Lebanon**  
Insurance Consultant
- **2012 – 2013** **Al Tayyar Travel Group-, Lebanon**  
Assistant Product Development Manage

## Certifications

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### Online Courses in:

- *Advance your Skill As a Manager ( LinkedIn & PMI )*
- *Coaching Skills for Leaders & Manager ( LinkedIn & PMI )*
- *Developing Adaptability As a Manager ( LinkedIn )*
- *Igniting Emotional Engagement ( LinkedIn )*
- *Managing Experts ( LinkedIn )*
- *Managing High Performers ( LinkedIn )*
- *Managing High Potentials ( LinkedIn )*

### Hilton Awards:"

- ***Award from The Highest Department from Hilton GCC & Middle East for being top producer and top employee June 2019.***

### Online Hilton University:"

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| - <i>Introduction to Hilton Honors points &amp; money rewards</i> | - <i>Code of Conduct</i>                     |
| - <i>Pre-arrival &amp; guest arrival</i>                          | - <i>Bed Bug Training</i>                    |
| - <i>Technology Inspection</i>                                    | - <i>Make it Right, E-learning</i>           |
| - <i>Guest Assistance Overview</i>                                | - <i>Complaint Handling</i>                  |
| - <i>Brand service standards</i>                                  | - <i>Telephone handling &amp;Reservation</i> |
| - <i>Guest Departure &amp; Executive Lounge</i>                   |  |

### **Certification in Pre-Opening (2018)**

### **Certification in Night Manager – Saudi Arabia**

### **Certification in Assistant Product development (Travel Agency)**

## Education

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| - <b>Arts, Sciences &amp; Technology University Lebanon (AUL)</b><br>BBA – Marketing and Advertising    | <b>(2011–2013)</b> |
| - <b>Dekwaneh Technical Institute - Dekwaneh, Lebanon</b><br>Higher Technical (T.S.) – Hotel Management | <b>(2007-2011)</b> |